



iPhone Demo Restore Kit User's Guide (Windows XP)



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Introduction

We know how much value you put into providing your customers with an iPhone demonstration experience that exceeds their expectations. An important element to the demonstration is to ensure that your iPhone demo units have all the necessary configurations and content. This ensures that your sales associates have iPhone demo units ready for customer demonstrations.

This iPhone Restore Kit User Guide is new documentation and an easy to follow guide for you to use while managing your demo units. The user guide includes topics that will help you prepare your restore computer and demo units. Most importantly, the steps to conduct maintenance for your iPhone demo units are presented.

The user guide includes the following topics:

- Restoring Content on an iPhone
- Restoring Reset iPhones or iPhones without Demo Content
- Post-Restore Settings and Checks

What do I need?

Before you begin make sure you have the following:

- the iPhone Restore Kit installed (refer to the Retail Workstation Setup guide for installation instructions)
- the restore computer must be connected to the Internet
- iPhone demo units and necessary cables

What do I do?

Your demo units came from Apple pre-loaded with demo content. In this case, you will only need to complete the nightly restores (**Restoring Content on an iPhone**) to refresh the demo content for the next day of demonstrations. In the event you have a reset iPhone or need to pull an iPhone from your inventory, you will need to follow the steps in the **Restoring Reset Phones or Phones without Demo Content** section.

The last step to the restore process is to complete the **Post-Restore Settings and Checks**. This is a great way to ensure that the restore was successful.

Section Descriptions

The following topics are discussed in this guide:

Restoring content on an iPhone

The demonstration iPhones that first arrive at your store will already have demo content installed. These steps can be used to refresh that content when it has been used for demos during the day, or to correct an issue that has been found in the content on one of your demonstration iPhones. In general, this step should be performed each night; possibly more often if needed.

Restoring Reset iPhones or iPhones without Demo Content

If an iPhone has been reset or if you need to replace a demo unit with an iPhone from your inventory, these steps should be followed. This allows you to load the demo content to the reset iPhone or an iPhone pulled from inventory.

Post-restore settings and checks

Completing the post-restore settings and checks is necessary to confirm the restore was successful. Having the appropriate demo content on the iPhone will ensure a successful customer demonstration for your sales associates and customers.

Restoring Content on an iPhone

The demonstration units came directly from Apple with content pre-loaded. Basic maintenance for these units would be to perform nightly iPhone restores. Content on the iPhone should be restored or refreshed each night to ensure the iPhone is ready for customer demonstrations the next day. Nightly restores load appropriate content for customer demonstrations.

What do I do?

- Connect the iPhone demo unit to the restore computer.
 - Use iTunes.
 - Complete the Restore Content on an iPhone process.
 - Complete the Post-Restore Settings and Checks process.
1. Launch iTunes by clicking its icon or through the Start Menu.
 2. Attach the iPhone to be restored; after a moment it will appear in the iTunes source list on the left and the main window will switch to the iPhone setup interface.



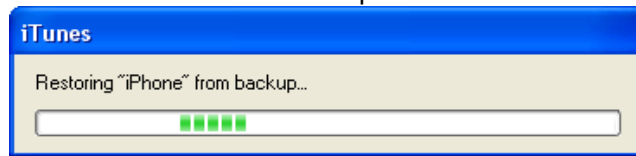
3. With the 'Summary' tab already selected **hold down the SHIFT KEY** on the keyboard **and click the 'Restore' button at the same time**. This will start the restore process.

If you click the 'Restore' button without holding down the SHIFT KEY at the same time, you are starting a full software restore on the iPhone. This will erase all demo content and settings, and it will take 20 minutes or more to get your phone back to a demonstration state.

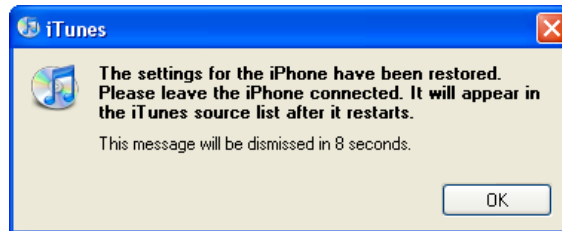
4. You will see a 'Restore From Backup' dialog window appear. Ensure the iPhone Name is Apple iPhone (US) and click 'OK'.



5. Wait for the restore to complete.



- a. You will then see a countdown window that the iPhone has been restored and is restarting. You can click 'OK' or just wait for the window to close and the iPhone to reappear in the source list in iTunes.



6. When the iPhone reappears, iTunes should reopen to the iPhone setup interface on the 'Summary' tab. **Click the 'Sync' button on the bottom right of the 'Summary' tab.** This will download any missing media files. This step should not take very long.
7. Wait for the sync to complete. You can monitor the sync status in the small display at the top of the iTunes window. When the sync is finished, this window will say 'Sync complete' or just show an Apple logo.



8. Detach the iPhone from the restore computer and perform the **Post-restore settings and checks**. After completing the **Post-restore settings and checks** the iPhone is now ready for customer demonstration.

These steps need to be followed for each iPhone demonstration unit that needs to be restored. It is important to restore the content each night to ensure the appropriate demo content is loaded and ready for the next day of customer demonstrations.

Restoring Reset iPhones or iPhones without Demo Content

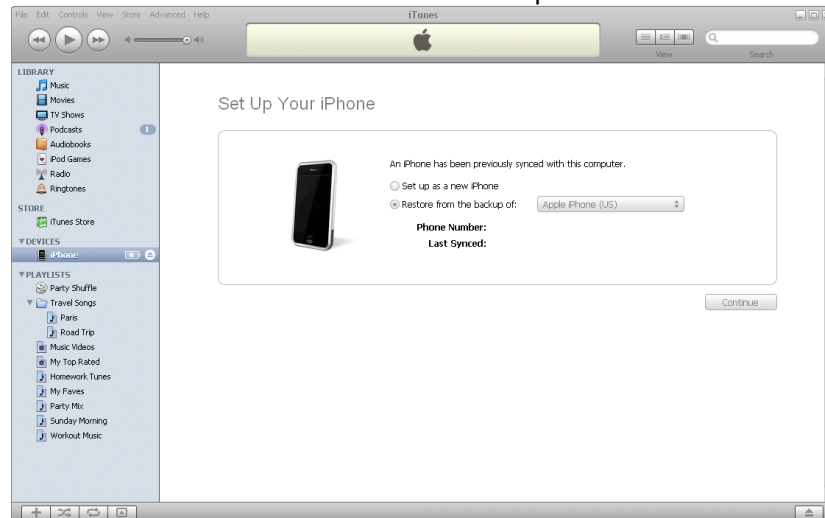
If an iPhone has been reset or if you need to replace a demo unit with an iPhone from your inventory, these steps should be followed to complete a full restore to the iPhone. Only follow these steps if you wish to revert the iPhone back to factory settings or if the iPhone does not have content.

What do I do?

- Connect the iPhone demo unit to the restore computer.
- Use iTunes.
- Complete the restore content process.
- Complete the Post-Restore Settings and Checks process.

1. Launch iTunes by clicking its icon or through the Start Menu.
2. Attach the iPhone to be restored; after a moment it will appear in the iTunes source list on the left and the main window will switch to the new iPhone interface.

This new interface screen is called 'Set Up New Phone'.



3. Locate and **click on the radio button to the left of 'Restore from the backup of:'**
4. In the pull-down menu to the right, make sure it says 'Apple iPhone (US)' to correspond to your region.
5. Click 'Continue'
6. Go to Step 5 in **Restoring content on an iPhone**

Post-Restore Settings and Checks

Be sure to follow the Post-Restore Settings and Checks to confirm the restore was successful. This is a great way to ensure the appropriate demo content is ready to use with customer demonstrations.

What do I do?

- Ensure that only the demo content is loaded on the iPhone.
 - Content or settings that are not part of the content restore process should be deleted. This includes additional Mail accounts and photos.
 - Check the Wi-Fi network settings on the iPhone.
 - Check the Mail account on the iPhone.
 - Be sure you have the correct network name and password information.
 - Check the Camera Roll on the iPhone.
1. Check the Wi-Fi network on the iPhone. From the Home screen:
 - a. Tap 'Settings'. You will see a list of types of settings.
(You can scroll this and other lists by flicking your finger vertically on the screen.)
 - b. Tap 'General'.
 - c. Tap 'Network'.
 - d. Check the Wi-Fi network listed to the right of Wi-Fi. If the name of your store's network is displayed there, press the 'Home' button on the face of the iPhone and continue to step 2. If it is not, perform steps e-i.
 - e. Tap 'Wi-Fi'.
 - f. Ensure that Wi-Fi is on (you can tap the button to switch between 'On' and 'Off'). Then under 'Choose a Network...', tap the name of your store's Wi-Fi network.
 - g. If your network requires a password, the keyboard will pop up to let you enter the password. Type the password and tap 'Join'.
 - h. You should be taken back to the 'Choose a Network...' screen, and your store's network should have a check mark next to it. If it does not, check your Wi-Fi network and password and retry steps e-f.
 - i. Press the Home button to return to the iPhone home.
 2. Check the Mail account on the iPhone. From the Home screen:
 - a. Tap 'Settings'.
 - b. Tap 'Mail' (you may need to scroll down to see it).
 - c. Under 'Accounts', check whether your demo mail account is listed. If it is not, take the following steps to enter one of the mail accounts assigned to your store:
 - i. Tap 'Add Account...'.

- ii. Tap '.Mac'.
 - iii. Tap 'Name' and type in 'John Appleseed' (without the quotation marks).
 - iv. Tap 'Address' and type in the demo mail account address.
 - v. Tap 'Password' and type in the demo mail account password for your store.
 - vi. Tap 'Description'. Use the delete key to remove the description that is there and type in 'My .Mac Account' (without the quotation marks).
 - vii. Tap 'Save'.
 - viii. You should see checks appear next to the settings you just entered and be taken back to the Mail settings screen.
- d. Under 'Accounts', check that there are no mail accounts listed other than the one assigned by your store. If there are others, take the following steps to delete them:
 - i. Under 'Accounts', tap the account name.
 - ii. At the bottom of the screen that appears (you may need to scroll), tap 'Delete Account'.
 - iii. In the confirmation that slides up, again tap 'Delete Account'.
- e. Press the Home button to return to the iPhone Home Screen.
- 3. Check that the iPhone Camera Roll is empty on the iPhone. From the Home screen:
 - a. Tap 'Photos'.
 - b. Tap 'Camera Roll'.
 - c. Tap the first photo in the grid to make it full screen.
 - d. For each photo in the Camera Roll:
 - i. Tap the full screen photo.
 - ii. Tap the trash can in the interface that appears at the bottom of the window
 - iii. Tap 'Delete Photo' to confirm.
 - e. When you are done you will automatically exit to the main Photos screen.
 - f. Press the Home button to return to the iPhone Home Screen.

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